

## AIE Frequently Ask Questions

Updated: 15 July 2016

### **Q: What is AIE II+?**

A: AIE II+ stands for Automated Installation Entry II+ (AIE II+) The AIE II+ system is designed to leverage technology to increase security for the Soldiers, Family Members, Department of Defense (DoD) civilian workforce, retirees, contract employees and guests of the Fort Knox by electronically validating an individual's identification based upon information supplied at the time of AIE II+ registration.

### **Q. When will Fort Knox officially start using AIE II+?**

A. Once the system has been completely installed, information will be disseminated through various media outlets to let the community know when AIE will be in full use.

### **Q: When will the AIE II+ system be used?**

A: At all times.

### **Q: Can an Active Duty Soldier register his or her Family Member's ID card?**

A: No, everyone must register their own ID card in person.

### **Q: Can I Register On-Line?**

A: No. All registrations must be completed in person.

### **Q: If I have a CAC or Family Member ID card already, can I use it to get on the Installation using the AIE II+ system?**

A: Yes, all DoD ID cards, once registered can be used to access the installation.

### **Q: How do DoD ID card holders and visitors register in the AIE II+ system?**

A: All DoD CAC/Family Member ID /Retired ID card holders can register IN THE LANE at any ACP by scanning their DoDo ID Card at the pedestal.

A. All visitors will be required to stop at the Visitor Center located at Chaffee Gate, Building 18, between the hours of 0500-2100, Monday through Sunday, and register to obtain an AIE Visitor pass for access to Fort Knox.

### **Q: Does everyone in my family have to register in the AIE II+ System?**

A: No, only those Family Members that are of driving age should register.

### **Q: If I have a CAC and a Retiree ID card do I have to register both?**

A: No, once you are registered in the AIE II+ system both of your cards will work at the ACPs.

### **Q. How will I know which lane to use?**

A: There are Marquees above the lanes at all the Access control Points (ACP). These will let everyone know which lane to use. AIE II+ will be used in all open lanes.

### **Q. If I have a CAC or Family Member ID Card already, can I use it to get on to the installation using the AIE II+ system?**

A. Yes, all DoD ID Cards, once registered can be used to access the installation.

### **Q: If I do not have a CAC or DoD ID Card already, how do I get on the installation using the AIE II+ system?**

A: To receive a visitor pass you must have a valid reason to be on Fort Knox, and be registered in the AIE II+ system at the VCC located at Chaffee Gate:

-To register you must present a valid state identification card or state driver's license, have your photo taken, submit a fingerprint and have a National Criminal Information Center (NCIC III), criminal history record check conducted by one of the VCC registrars.

-REAL ID ACT: Currently there are 4 States whose Identification (ID and License) are not compliant with the REAL ID ACT. These states are Minnesota, Missouri, New Mexico, and Washington. If you have an ID from one of these states, you must also present a secondary form of identification at the time of registration, in order to be granted access to any Federal Facility or Military Installation. More information can be found here:

<http://www.knox.army.mil/Garrison/des/psd/realid.aspx>

**Q: How long does it take to register a DoD ID in the AIE II+ system?**

A: In lane, the first time you scan your DoD ID, the system will take about 10-15 seconds to register you, thereafter, when you scan your ID at the pedestal, it should only take about 3-5 seconds for the system to recognize your credentials and allow access.

A: When registering at the Visitor Center (VCC) registration should take between 5-10 minutes once you have been called to the Registrar's desk.

**Q: Will my registration expire?**

A: Yes. For DoD ID Card holders, registration will expire at the same time as your DoD ID card expires. You will have to re-register in the AIE II+ system when your ID Expires, if you lose your ID, or if your ID changes for any reason, such as promotion, retirement, etc.

A: Yes. All visitors will be granted access for a period of up to 180 days. When their access expires, they will have to return to the Visitor's Center to re-register.

**Q: When I register at Fort Knox, will I be able to use my card to access other installations that have the AIE II+ system?**

A: No. Currently each installation AIE operates independently of another. Each installation will have a similar registration process upon initial arrival.

**Q: Will I be issued another ID card when I register in the AIE II+?**

A: DoD ID Card Holders: No. Your DoD ID credential will work for access to the installation. However, should you desire to link your Driver's License to your DoD ID, you can do so at the VCC.

A: Visitors/Non-DoD Guests: Visitors and Guests will use their Driver's License as their credential. An AIE Paper Pass will be issued to be used ONLY if AIE experiences an outage. Visitors should keep this paper pass in their vehicle at all times.

A: Non-DoD ID card holders who live and/or work on Fort Knox: The Driver's License will be their credential to access the installation, and they will also be issued a long term AIE Badge.

A: Short Term Visitors: All short term visitors will be issued a pass for the duration of their visit.

**Q. What if I forget my CAC or ID?**

A: You will be required to go to the Visitor Center at Chaffee Gate. If you are already registered in AIE, the Guard will issue you a paper pass for access.

**Q: I'm a contractor how does AIE II+ affect me?**

A: The Fort Knox Physical Security Office will coordinate with the Contracting Representative to arrange for a prescheduled time to register those contractors and employees who do not possess a DoD ID Card in AIE, and issue them a long term AIE Access Card.

**Q: Will I have to show my identification to the guards?**

A: No. If you are riding in the car alone all you have to do is scan your card and the gate arm will go up and you can continue onto the installation. During a random search you will be required to show ID and vehicle information.

**Q: What happens if I have passengers?**

A: If you have multiple passengers in the vehicle, you must bypass the AIE Pedestal, and proceed to the guard, who will then scan the IDs of all adult occupants.

**Q: Where do I scan my card?**

A: When you pull into the lane stop at the center pedestal and you will see the laser card reader device located to the right of the little video screen.

**Q. I'm divorced and non-military but my child is a military dependent with an ID card. Do I need a visitor's pass to take her to medical appointments on post? How does this work?**

A. You will need to proceed to the Visitor's Center at Chaffee Gate and register in AIE for access.

**Q. I am active-duty military with a 21-year-old dependent who is a part-time student and no longer has a military ID. He still lives at home with us on Fort Knox while he attends school. Will he be required to go through the Visitor Control Center each time he leaves for school and comes back onto post? Is there a plan to issue former dependents living on post a long-term pass?**

A. If your dependent lives with you on post, he is eligible for an AIE card. You will need to sponsor him for the AIE card. Please visit the Visitor Control Center (Building 18) to register your dependent in AIE.

**Q. I work for a Federal Agency as a Government Employee. Is my ID Valid?**

A. Although your federal credentials are acceptable identification, some Federal Credentials are not compatible with the AIE Card Reader. Contact the Physical Security office for more information regarding your Federal ID.

**Q. I ride my bicycle on Fort Benning on weekends and enter the base from the gate on Wilson Road. I have my driver's license on me, when I ride on the base. Will I be able to ride on the base with my ID or will these new rules affect bicycle riders also entering the base?**

A. All visitors to the installation without a CAC, military ID or AIE card will need a visitor's pass if they are going through an Access Control Point, to include those riding bicycles. If you are riding as part of a special event, please contact your event coordinator.

**Q. Will disabled Veterans be granted access to Post with the Government issued ID from the Veterans Administration?**

A. No. The VA ID that is issued by the Veterans Administration is not recognized as a valid ID. Those veterans who require access to Fort Knox will have to proceed to the Visitor Center at Chaffee Gate and register in AIE.

**Q. We are a moving company and deliver and pickup Soldiers household goods on base every day. What do we need to do to have a pass for all our trucks?**

Your employees will need to register in AIE II+. With an approved background check, contractors doing work on Fort Knox may receive a pass for the duration of their contract. Contact your Government Employee Sponsor (GES) or Contracting Representative (COR). If you don't know who your GES is, contact the organization on fort Knox you work the most with.

**Q. I enjoy coming to different events on post, eating at the restaurants and using banks on post. I visit very often. Will I need to get a pass each time I visit or can I get a longer pass?**

A. You will be required to get a visitor's pass when you come on to the installation. All visitors who qualify can be granted access for up to 180 days.

**Q. I am a DA Civilian working on post. Is there a plan to issue credentials to spouses of DAC employees to come onto post so they don't have to get a visitor pass?**

A. Your spouse can register in AIE II+, and if qualified, they may be granted a long term pass

**Q. I am a Gold Star ID cardholder. Will I need a visitor pass?**

A. No. The Gold Star ID is an acceptable ID.

**Q. What about visitors who visit the post cemetery's frequently? Will we need to get a visitor pass each time and access through the main gate?**

A. Yes, as of right now, you would be required to obtain a pass for each visit.

**Q. Am I allowed to bring a weapon on post if I have a concealed carry permit?**

A. No. You may not concealed carry on a Federal Installation. If you wish to bring a weapon on post, it must be registered, and be IAW Fort Knox Regulation 190-11.

**Q. How will my background check affect my job on post?**

A. The background check as run by the DES is not related to employment on Fort Knox. The DES only uses information obtained to determine suitability for Installation Access. Employment decisions are handled by the directorate you work for. Employment related questions must be directed towards them.